

**TATE OF CALIFORNIA  
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING  
DUTY STATEMENT**

Employee Name	Classification Name	Position Number
	FEH Consultant III (Supervisor)	326-271-9512-XXX
Division/Unit	Date	Prior Pos# (if applicable)
Enforcement/Elk Grove District Office		

**SUMMARY OF RESPONSIBILITIES**

The incumbent performs a variety of tasks under the supervision of the District Administrator with minimal oversight and substantial authority. The FEH Consultant III (Supervisor) serves as a representative of the Department and must exercise good judgment in all interactions with the public by conducting him/herself in an effective and professional manner. The FEH Consultant III (Supervisor) functions as the lead FEH Consultant in a supervisory capacity, coordinating and planning case processing. Duties include, but are not limited, to the following:

**Description of Essential Functions:**

- 20% Supervise case processing and investigative functions in the District Office, which includes formal and informal case reviews with FEH Consultants I/II's. Responsible for the quality and quantity of the work product resulting from case processing and intake. Monitors case processing functions to assure compliance with Departmental requirements, review investigative work sheets and plans, case files, closing reports, settlement proposals and agreements, and correspondence pertaining to cases. Responsible for the proper drafting of charges and service of notices, ensuring that consultants' intake notes are adequate. Monitoring complaints not accepted for filing to ensure appropriate judgement was exercised by the intake FEH Consultant I/II. Responsible for handling sensitive issues and complaints from the public (the District Administrator should be involved only in rare circumstances).
- 20% Reviews and approves referrals to the Legal Division for the filing of civil complaints; reviews and approves discovery documents; reviews case processing statistics to identify problems/inefficiency; arranges and conducts conciliation conferences; supervises intake; reviews complaints and supplemental information requests; and coordinates/consults with Legal and Mediation Division staff regarding cases.
- 20% Attends monthly case grading meetings with Legal Division staff and ensures that the FEH Consultants I/II identify the appropriate number of cases for case grading and are prepared to present the cases at case grading. Monitor entries in Houdini electronic case management system to ensure accurate and thorough entries by FEH Consultants I/II's. Holds monthly aged case meetings to ensure timely investigation of cases.

- 10% Responsible for the timely and professional processing of an investigative caseload of sensitive and complex matters. Typically, the FEH Consultant III (Supervisor) may carry a caseload of up to 30 cases.
- 10% Addresses complaints and information requests from internal and external sources, including Department managers, complainants, respondents and/or their attorneys/representatives, the general public, other government agencies, employer groups, community groups, and advocacy organizations. Responds to staff concerns and grievances; assists in community dispute resolution, and assists other staff in dealing with non-compliant respondents and attorneys. Assesses training needs, and develops and disseminates training materials. Oversees training and staff development, including but not limited to new employee orientation, staff meetings, coordinating training provided by Legal Division staff.
- 10% Provides translation/Interpreter services and preparation of general office letters to the general public for the Enforcement Division.

### **Marginal Functions:**

- 5% Represents the Department to the public, serves as a liaison to other governmental agencies and community groups, completes public speaking engagements and attends community meetings, as assigned. Responds to queries from the public regarding Departmental activities. Performs other duties appropriate for the class, as assigned.
- 5% Supervises clerical staff; oversees clerical support functions. Conducts performance evaluations and participates with the District Administrator in recruiting and hiring staff; monitors staff attendance. Develops and oversees Performance Improvement Plans, and disciplinary matters; completes monthly/quarterly and audit reports; monitors and adjusts FEH Consultant I/II caseloads. Oversees District Office plans for energy conservation and emergency preparedness; establishes and monitors office systems.

### **Knowledge and Abilities**

Knowledge intergroup relations and problems of protected groups such as ethnic minorities, women, persons with disabilities, senior citizens, etc.; methods and techniques of promoting equal opportunity; investigation and interviewing techniques; current labor, employment and housing conditions and trends; methods of compiling and presenting data in studies related to the Department of Fair Employment and Housing's jurisdiction and comparable Federal statutes; California Fair Employment and Housing laws and Department policies and procedures; and rules of evidence; specialized areas of equal employment and/or fair housing principles and practices or other areas of concern to the Department's programs; principles of personnel management, training and effective supervision, the Department's Equal Employment Opportunity objectives; a manager's role in the Affirmative Action Program and the processes available to meet Equal Employment Opportunity objectives.

Abilities to interpret and apply California's Fair Employment and Housing laws and rules and regulations; analyze data; communicate effectively; deal creatively, tactfully, and effectively with

sensitive problems of civil rights law enforcement; analyze situations accurately and take effective action; establish and maintain cooperative relationships with those contacted in the work; conduct difficult and involved investigations of alleged violations of Fair Employment and Housing laws; speak before groups in an effective and convincing manner; to apply research and development and program management techniques and methodologies; plan, organize and direct the work of and train others; conduct informal conferences; speak effectively before groups; effectively contribute to the Department's affirmative action objectives.

### **Special Personal Characteristics**

Ability to function in sensitive areas in a tactful and judicious manner; willingness to work irregular hours and to travel widely within an assigned area; demonstrated objectivity and emotional stability; ability to remain flexible and prioritize emergent tasks as assigned, particularly tasks with impending deadlines

### **Work Environment, Physical, or Mental Abilities**

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job.

- Requires ability to communicate diplomatically and professionally with co-workers and members of the public.
- Requires ability to work with Legal Division personnel in developing investigative plans.
- Requires ability to effectively handle stress, and work in a noisy and fast paced environment.
- Requires daily use of a telephone, computer, monitor, keyboard, mouse in a workstation for 6.5 to 7 hours per day.
- Requires ability to lift cases files, office supplies, books and manuals (up to 20 lbs.).
- Requires ability to complete tasks that require reaching, bending, grasping, and making repetitive hand movements in the performance of daily duties.
- Requires prolonged sitting and/or standing in a workstation for 6.5 to 7 hours per day.
- Requires punctual and regular attendance.
- Requires occasional driving to conduct on-site investigations.

### **Supervision Received:**

The FEH Consultant III (Supervisor) receives general supervision from the District Administrator and may receive direction from the Regional Administrator, Associate Chief of Enforcement and Chief of Enforcement.

### **Supervision Exercised:**

The FEH Consultant III (Supervisor) directs the work of FEH Consultant I/II's and the clerical staff. The FEH Consultant III (Supervisor) may also serve as a lead on investigation teams that include FEH Consultant III (Specialists).

### **Personal Contacts:**

The FEH Consultant III (Supervisor) has daily contact with departmental management and staff, complainants, respondents, legal representatives and the general public.

**Actions and Consequences:**

The FEH Consultant III (Supervisor) must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the Department's Regulations, Enforcement Directives, Administrative Manual, Supervisor's Manual, Clerical Manual, and any directions received from Departmental management personnel. The FEH Consultant III (Supervisor) interacts appropriately with a wide range of persons, internal and external to the Department, including other Department employees, complainants, respondents, attorneys and community-based organizations. Appropriately communicates information of a sensitive nature. The FEH Consultant III (Supervisor) is a sensitive position requiring daily interaction with the public and the processing of time-sensitive and confidential documents. Failure to use good judgment in case processing and/or the timely processing of complaints could result in the rights of complainants and/or respondents being jeopardized and/or compromised.

I have read and understand the duties as described above for the FEH Consultant III (Supervisor). I meet the job requirements as described above am capable of performing the essential functions with or without a reasonable accommodation.

---

Employee's Signature

---

Date

---

Supervisor's Signature

---

Date